



Helping You Today
So You Succeed Tomorrow



Understanding Ticket to Work: How to Help Your Clients and the People You Serve

Date:
Wednesday,
August 25,
2021

Time:
3 – 4:30 PM ET



Photo by Peter Wolfanger

Accessing Today's Webinar (Slide 1 of 3)

You can manage your audio using the audio option at the top of your screen (it will look like a microphone or telephone icon).



Accessing Today's Webinar (Slide 2 of 3)

All attendees will be muted, and we encourage you to attend by choosing “**listen only**” from the audio menu. This will enable the sound to be broadcast through your computer, so please make sure your **speakers are turned on or your headphones are plugged in.**



Join Audio Conference

How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]

+1 (USA)

Dial-in to the Audio Conference via Phone

Join Listen Only

Accessing Today's Webinar (Slide 3 of 3)

If you do not have sound capabilities on your computer or prefer to listen by phone, dial:

Toll-free number: **1-800-832-0736**

Access code: **4189148#**

Webinar Accessibility



Adobe Connect Platform

The screenshot displays an Adobe Connect meeting window. The main content area shows a presentation slide with the following text and elements:

- Logos for **TICKET to Work** and **U.S. SOCIAL SECURITY ADMINISTRATION**.
- Text: **Helping You Today So You Succeed Tomorrow**
- Slide Title: **Understanding Ticket to Work: How to Help Your Clients and the People You Serve**
- Image: A photograph of a woman and a man smiling.
- Text on the left: **Date:** Wednesday, August 25, 2021; **Time:** 3 – 4:30 PM ET
- Caption: **Photo by Peter Wolfanger**
- Footnote: **Produced at U.S. taxpayer expense.**

The interface includes a **Captioning Pod** at the bottom left with a "No Captions" button and a **Web Links** panel on the right with a list of resources:

- Accessible PDF Presentation
- Accessible Text-Only Presentation
- ASL User Guide
- Adobe Accessibility User Guide
- Closed Captioning
- WISE Webinar Archives
- Section 1619(b)
- Partnership Plus Fact Sheet
- Timely Progress Review (TPR)
- Choose Work Website
- Social Security's Red Book

At the bottom of the meeting window, there are navigation controls and a "Waiting for Captions" status indicator.

Adobe Connect Accessibility User Guide

Should you need assistance navigating Adobe Connect, the link below directs you to an Accessibility User Guide complete with a list of controls.

New Keyboard Shortcuts	
CTRL + M	Toggle Microphone on (locked) or off.
CTRL + UP ARROW	Toggle Raise Hand Status.
CTRL + .	Toggle Full Screen Mode. Applies to currently selected Share Pod.
CTRL + '	Promote to Host. Requires selected attendee(s) in the Attendee List.
CTRL +]	Demote to Participant. Requires selected attendee(s) in the Attendee List.
CTRL + /	Promote to Presenter. Requires selected attendee(s) in the Attendee List.
CTRL + ,	Start/Stop Recording (toggle). For Start, brings up the Start Recording Dialog.
CTRL + \	End Meeting. Brings up the End Meeting Dialog.
CTRL + [Start/Stop Desktop Sharing. Applies to currently selected Share Pod.
CTRL + SPACE	Opens up left most menu for keyboard navigation.

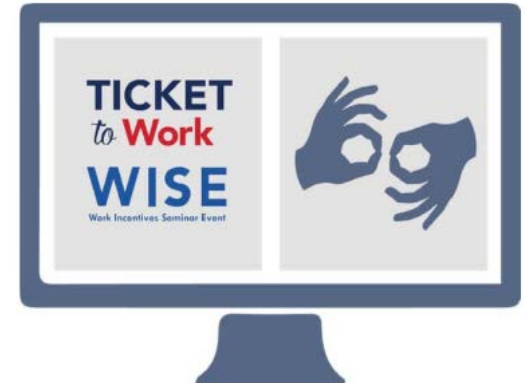
<http://bit.ly/adobe-accessibility>

Captioning

- Real-time captioning is provided during this webinar
- The captions can be found in the **Captioning pod**, which appears below the slides
- You can also access captioning online:
<http://bit.ly/captions-aug2021>

American Sign Language (ASL)

- If you're fluent in **ASL** and would like support during today's webinar, follow the link below that provides instructions to connect with an interpreter through the Federal Communications Commission (FCC) Video Relay Service (VRS)
- ASL User Guide:
<http://bit.ly/ASL-guide>



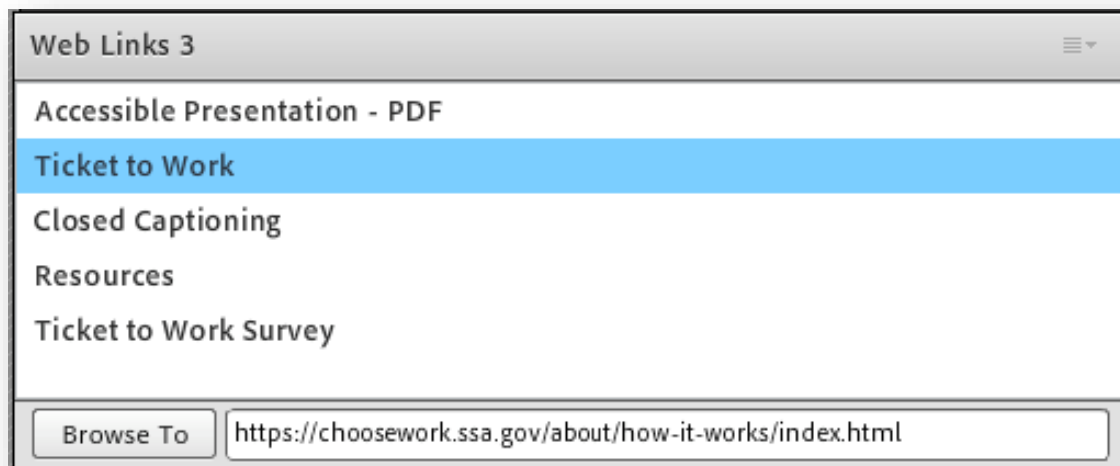
Questions and Answers (Q&A)

- For Q&A: Please use the **Q&A pod** to submit any questions you have during the webinar, and we will direct the questions accordingly during the Q&A portion
- If you are listening by phone and not logged in to the webinar, you may also ask questions by emailing questions to webinars@choosework.ssa.gov



Webinar Online Resources

- Please use the **Web Links pod** to find the resources presented during today's webinar
- If you are listening by phone and not logged in to the webinar, you may email webinars@choosework.ssa.gov for a list of available resources



Archived Events

Please note: This webinar is being recorded, and the archive will be available within 2 weeks on the Choose Work website at http://bit.ly/WISE_OnDemand.

The screenshot shows the 'WISE On Demand' page on the Ticket to Work website. At the top, there is a navigation bar with links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials (which is highlighted), Library, Blog, and Contact. A search bar is located on the right side of the header. Below the navigation bar, the breadcrumb trail reads 'You are here: Home / Webinars & Tutorials / WISE On Demand'. The main heading is 'WISE On Demand', followed by a paragraph explaining that these are free, monthly webinars providing information on the path to financial independence through work. A list of 12 archived webinar topics is provided, ranging from May 2020 to April 2021. On the right side of the page, there is a logo for 'TICKET to Work WISE Work Incentive Seminar Event ON DEMAND'.

TICKET to Work
Access to Employment Support Services for Social Security Disability Beneficiaries Who Want to Work

Enter Search Term Here

Home About Success Stories Find Help Find a Job Webinar & Tutorials Library Blog Contact

You are here: [Home](#) / [Webinars & Tutorials](#) / [WISE On Demand](#)

WISE On Demand

Our free, monthly WISE webinars provide information you can use on your path to financial independence through work. Discover programs, resources and information while learning about how Social Security's Ticket to Work Program can help. [Learn more and register](#) today for this month's webinar!

- April 2021: [Healthcare and the Path to Employment](#)
- March 2021: [Ticket to Work and the Path to Employment](#)
- February 2021: [Expanding Your Job Search with Ticket to Work](#)
- January 2021: [Choosing a Service Provider That's Right for You](#)
- December 2020: [Ticket to Work and Mental Health](#)
- November 2020: [Debunking the Three Biggest Myths about Disability Benefits and Work](#)
- October 2020: [Working from Home with Ticket to Work](#)
- September 2020: [Understanding Ticket to Work: How to Help Your Clients and the People You Serve](#)
- August 2020: [Ticket to Work and the Path to Employment](#)
- July 2020: [Reasonable Accommodations and the Path to Employment](#)
- June 2020: [Ticket to Work and Mental Health](#)
- May 2020: [Working from Home with Ticket to Work](#)

TICKET to Work
WISE
Work Incentive Seminar Event
ON DEMAND

Technical Assistance

If you experience any technical difficulties during the webinar, please use the **Q&A pod** to send a message, or you may email webinars@choosework.ssa.gov.



Presenters

Welcome and Introductions

Moderator: Jackie Flick, WISE Moderator

Presenter: Raymond A. Cebula, III, J.D., Cornell University
Jayme Pendergraft, Ticket Program Manager

Welcome!

Thank you for joining us!

Today, we'll present information about:

- Social Security's Ticket Program and other Work Incentives
- Ticket Program Service Providers
- How to share information about the Ticket Program
- How to become a Ticket Program Service Provider





Ticket to Work Program: Support on the Journey to Work

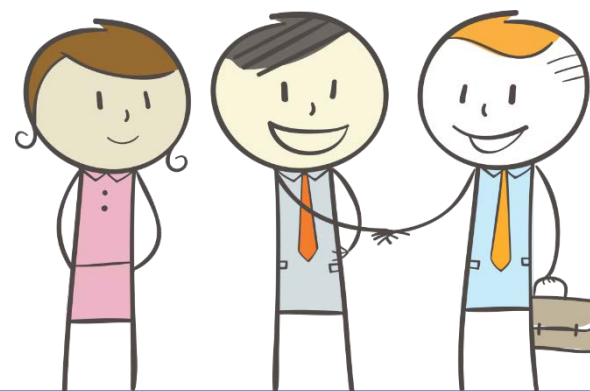
Social Security Disability Benefit Programs



Social Security Disability Insurance (SSDI)



Supplemental Security Income (SSI)



What Is the Ticket to Work Program? (Slide 1 of 3)

The Ticket to Work Program

- Is a free and **voluntary** Social Security program
- Offers **career development** for people ages 18 through 64 who receive Social Security disability benefits and want to work



What Is the Ticket to Work Program? (Slide 2 of 3)

The Ticket to Work Program connects Social Security disability beneficiaries with **free employment services** to help them:

- Decide if working is right for them
- Prepare for work
- Find a job
- Succeed at work



What Is the Ticket to Work Program? (Slide 3 of 3)

We encourage you to share our newest fact sheet with people who might be interested in the Ticket Program.

“What is Social Security’s Ticket to Work Program?”

<https://bit.ly/ttw-program>



Ticket to Work Help Line

The Ticket to Work Program provides a Help Line that can verify eligibility, explain how the program works and answer questions.

Call the Ticket to Work Help Line:

Monday – Friday 8:00 am – 8:00 pm ET

- 1-866-968-7842
- 1-866-833-2967 (TTY)



Social Security Work Incentives



Social Security Work Incentives

Offering more than 20 Work Incentives, Social Security makes it easier for disability beneficiaries to work and still be eligible to receive Social Security benefits, including medical benefits as they explore and transition to work.

To learn more about Work Incentives:

- Choose Work's website:
<https://bit.ly/work-incentives>
- Social Security's Red Book:
<http://www.ssa.gov/redbook>
- Choose Work Blog:
<http://bit.ly/choosework-blog>



Work Incentives: Expedited Reinstatement

(Slide 1 of 2)

Expedited Reinstatement (EXR) offers a fast track to benefits reinstatement if beneficiaries are no longer entitled to SSDI and SSI benefits due to work and earnings.

Beneficiaries may make the request **within 5 years** from the month that their benefits stopped due to work and earnings.

- While Social Security reviews a beneficiaries' reinstatement requests, beneficiaries are:
 - Eligible to receive **temporary benefits** for up to 6 months
 - Eligible for **Medicare** or **Medicaid** or both



Work Incentives: Expedited Reinstatement

(Slide 2 of 2)

To qualify, in the month that beneficiaries file for EXR, beneficiaries must:

- Have been **previously eligible** for SSDI or SSI
- **Be or become unable to work** at a level that Social Security considers “substantial gainful activity” or SGA
 - This must be due to their medical condition
 - Their medical impairment is the same as before or is related to it



Work Incentives: Impairment-Related Work Expenses (IRWE)

What is IRWE?

If a beneficiary has to pay out of pocket and is not reimbursed for certain items needed to work, Social Security subtracts the cost of certain impairment-related items and services from gross earnings when deciding if the work is substantial gainful activity (SGA).

Examples include:

- Medicine, medical devices and disposable items related to a disability
- Assistive technology: hearing aids, tablets (if used for communication at work)
- Service animals

Learn more about IRWE: <https://bit.ly/ticket-irwe>

Ticket Program Service Providers



Ticket to Work Service Providers

The Ticket Program provides beneficiaries access to a variety of **Ticket Program service providers**, including:

- Employment Networks (EN)
- Workforce ENs
- State Vocational Rehabilitation (VR) agencies
- Work Incentives Planning and Assistance (WIPA) projects
- Protection and Advocacy for Beneficiaries of Social Security (PABSS) organizations



Employment Network (EN)

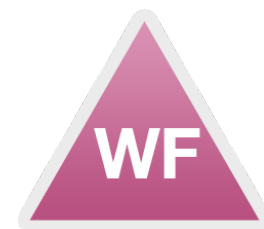
An EN is a private or public organization that has an agreement with Social Security to provide **free employment support services** to people who are eligible for the Ticket Program.

- Many state public workforce systems, such as American Job Centers, are **Workforce ENs**



Supports and Services That May Be Provided

- Career **planning** or **counseling**
- Job **search** assistance
- Special programs for **veterans** and **youth** in transition
- **Ongoing** employment **support**
- Assistance with **job accommodations**
- Benefits and Work Incentives **counseling**



State Vocational Rehabilitation (VR) Agency

A State VR agency provides a wide variety of services to help people with disabilities return to work, enter new lines of work, or enter the workforce for the first time. A State VR agency can offer benefits counseling and may also be able to help beneficiaries with:

- **Vocational rehabilitation**
- **Training and education**

Some states have separate VR agencies that serve individuals who are blind and visually impaired.



Work Incentives Planning and Assistance (WIPA) Projects

WIPA projects are staffed by Community Work Incentives Coordinators (CWIC) who:

- Provide **free benefits counseling** to Social Security disability beneficiaries about how work and earnings will affect benefits including SSDI, SSI, Medicare or Medicaid, and other public benefits
- Work with beneficiaries who:
 - Are currently **working** or **self-employed**
 - Have a job offer **pending**
 - Are actively **interviewing** for jobs
 - Had an interview in the past 30 days or have a job interview scheduled in the next 2 weeks
 - Are age 14–25, even in the earliest stages of considering work



Protection and Advocacy for Beneficiaries of Social Security (PABSS)

PABSS organizations provide **free legal assistance** to Social Security disability beneficiaries who have disability-related employment issues.

- PABSS organizations and advocates provide:
 - **Legal support**
 - **Advocacy**
 - Information to help beneficiaries **resolve employment-related concerns** with employers, Social Security, ENs, State VR agencies, WIPA projects, or others



Find a Service Provider

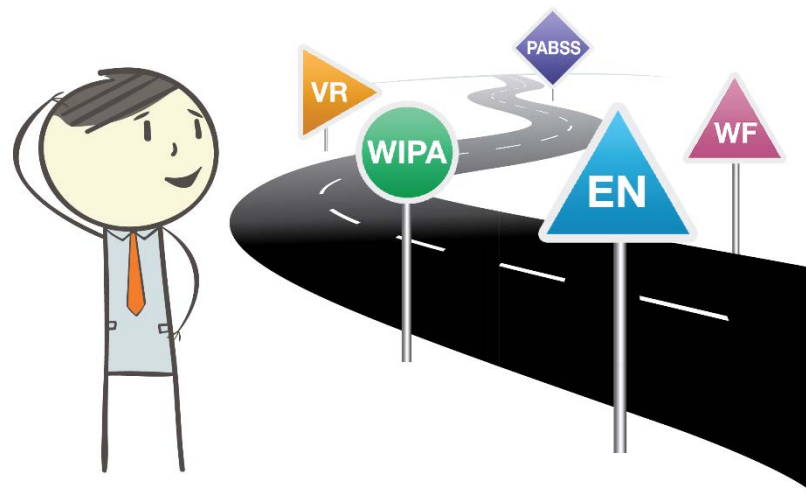
- The Find Help Tool on the Ticket Program website allows users to search for service providers choosework.ssa.gov/findhelp
- Provides a directory of all Ticket Program service providers, including:
 - State VR Agencies
 - Employment Networks (EN)
 - Work Incentives Planning and Assistance (WIPA) Projects
 - Protection and Advocacy for Beneficiaries of Social Security (PABSS) Organizations



Choosing a Service Provider

If the people you serve are interested in connecting with a service provider, these resources can help them decide:

- Finding an EN
<http://bit.ly/finding-an-EN>
- Choosing the Right EN
<https://bit.ly/choosing-EN>



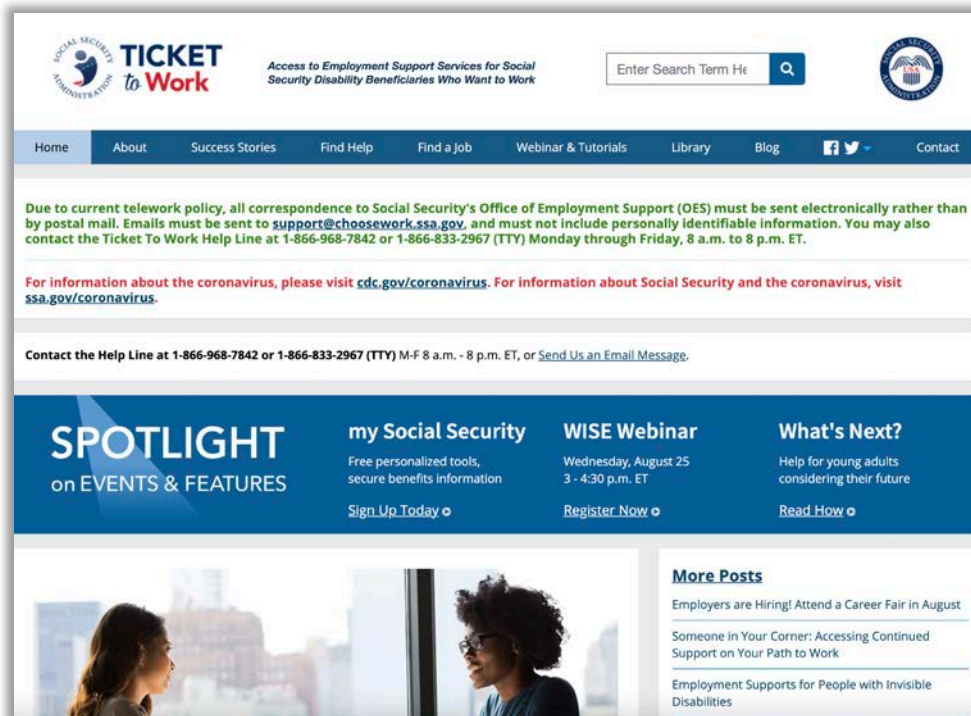
Questions?



Share Information about the Ticket Program



The Choose Work Website



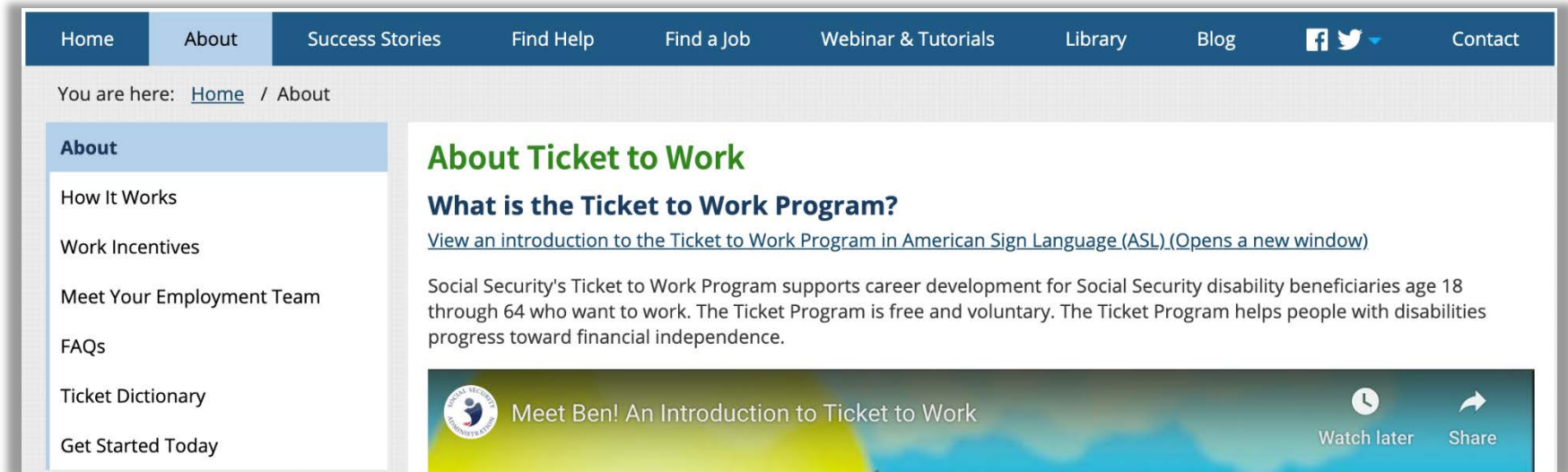
Visit choosework.ssa.gov to find:

- Blog posts
- Success stories
- Monthly webinars
- Fact sheets & tutorials

Share Information on Your Website

Do you have an employment section on your website?

Link to the Choose Work website from your site to direct eligible beneficiaries to information and resources.



The screenshot shows the top navigation bar of the Choose Work website with links for Home, About, Success Stories, Find Help, Find a Job, Webinar & Tutorials, Library, Blog, and Contact. Below the navigation bar, a breadcrumb trail indicates the user is on the About page. A left sidebar menu lists various sections: About, How It Works, Work Incentives, Meet Your Employment Team, FAQs, Ticket Dictionary, and Get Started Today. The main content area features a heading 'About Ticket to Work' and a sub-heading 'What is the Ticket to Work Program?'. Below this is a link to 'View an introduction to the Ticket to Work Program in American Sign Language (ASL)'. A paragraph describes the program's purpose for Social Security disability beneficiaries. At the bottom of the content area is a video player with the title 'Meet Ben! An Introduction to Ticket to Work' and 'Watch later' and 'Share' buttons.

Work Incentives Seminar Events (WISE)

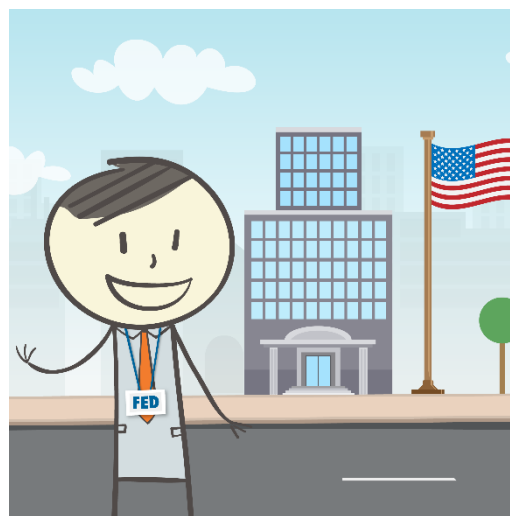
- WISE webinars are monthly, **free** educational online sessions for beneficiaries, service providers, and community partners
- Share WISE webinar details with your social media or newsletter audience
- Attend the webinars to discover resources available for the people you serve
- Subscribe to get updates: <http://bit.ly/WISEsubscribe>



WISE Webinars On Demand

The WISE webinar archives offer access to information and resources on demand:

<http://bit.ly/WISEOnDemand>



Choose Work! Blog

Weekly blog posts share information and advice about looking for work, Social Security Work Incentives, transitioning to work, and financial independence.

- Subscribe to receive new blog posts directly to your inbox:
<http://bit.ly/SubscribeCW>
- Share blog posts with your email and social media audiences
- Volunteer to be a guest blogger by emailing:
socialmedia@choosework.ssa.gov



Success Stories

(Slide 1 of 2)

- Success Stories are stories about actual Social Security disability beneficiaries who have benefitted from participating in the Ticket Program
- Share on social media or in your newsletter



<https://bit.ly/ticket-stories>

Success Stories

(Slide 2 of 2)

- If you've worked with a Social Security beneficiary who has achieved financial independence through work, submit the details of their story and how you helped them on their path
 - All success stories are reviewed and approved by Social Security. If selected, the Ticket to Work team will work with you to develop the story for publication.
 - Submit your stories at:
stories@choosework.ssa.gov



Frequently Asked Questions and Fact Sheets

The Ticket Program website has a variety of resources to help beneficiaries learn about the Ticket Program and other Work Incentives, including:

- Benefits Counseling and the Path to Employment
- Presenting Your Best Self to Employers
- What is Ticket to Work?



choosework.ssa.gov/library/index.html

Social Media



Connect With Us on Social Media!



<https://www.facebook.com/choosework>

<https://twitter.com/chooseworkssa>

<https://www.youtube.com/choosework>

<https://www.linkedin.com/company/ticket-to-work>



Join the Team: Become an Employment Network

More About Employment Networks (EN)

- An EN is an organization or group of organizations that provides, coordinates, and delivers employment, vocational rehabilitation, and other support services to assist Social Security disability beneficiaries to enter, maintain, and advance in employment
- ENs can be for-profit and non-profit organizations and service providers, state and local government agencies, or a group of providers working together as a single EN



Benefits of Becoming an EN

- The Ticket Program is an outcome-based program and can easily integrate into your existing business model
 - Payments are:
 - Based on a beneficiary achieving milestones and outcomes
 - Associated with work and earnings a beneficiary achieves after working with an EN
- The program helps beneficiaries reduce reliance on Social Security benefits and become financially independent through work
- An EN can use Ticket payment revenue at its discretion

Learn More

Frequently Asked Questions:

<http://bit.ly/become-an-EN>

Qualifications for becoming an EN:

<http://bit.ly/EN-qualifications>

Download the Request for Application (RFA) at:

<https://www.ssa.gov/work/enrfa.html>

Questions about becoming an EN:

ENOperations@yourtickettowork.ssa.gov

Questions?



For More Information

Call the Ticket to Work Help Line:

- 1-866-968-7842
- 1-866-833-2967 (TTY)

Visit: choosework.ssa.gov

Connect:

Visit choosework.ssa.gov/contact/index.html to find us on social media and subscribe to blog and email updates!





Opt-In to Receive Text Messages

- Get advice and encouragement, and read stories about people who achieved financial independence with help from the Ticket to Work Program.
- If you're interested in receiving text messages from the Ticket Program, please text **TICKET** to **474747**. Standard messaging rates may apply.

Join Us for Our Next WISE Webinar!

TICKET
to **Work**

WISE
Work Incentive Seminar Event

Ticket to Work: Support on Your Journey to Employment

Date: Wednesday, September 22, 2021

Time: 3 – 4:30 PM ET

**Register online: choosework.ssa.gov/wise
or call 1-866-968-7842 or 1-866-833-2967 (TTY)**

Tell Us What You Think!

Please remember to take our webinar survey!

A link will pop up after the webinar, or visit:
[choosework.ssa.gov/surveys/wise.](https://choosework.ssa.gov/surveys/wise)

